

VA MEDICAL CENTER  
(NAME)

(Service name) POLICY MEMORANDUM  
NO.....#

Date

EQUIPMENT MAINTENANCE

I. PURPOSE:

To establish policy, responsibility and procedures for the (program/project name).

II. POLICY:

Selected patients will receive one of two types of audio/visual devices. The goal of this project is to provide safe, clean, and working equipment to meet the patient needs. (project/program name) plans for effective selection, delivery, setup and maintenance of equipment.

III. RESPONSIBILITY:

(program/project name) is under the direction of (WHO? And what service?). (Program/project staff) are responsible for selection, delivery, set up and instructing the patient/caregiver regarding maintenance and use of the equipment. The Supply, Processing and Distribution Department (SPD) is responsible for the terminal decontamination of the videophone unit upon discharge from the program. The In-Home Messaging Device unit will undergo preventive maintenance as per the vendor contract.

IV. PROCEDURE:

Maintenance of the audio/video equipment is suggested as follows:

A. The Blood Pressure Meter:

1. Avoid extremes in temperature, humidity, direct sunlight, shock and dust.
2. Clean the monitor, cuff and tubing with a dry, soft cloth or a cloth dampened with tap water and a mild detergent if desired. Never use alcohol, benzene, thinner or other harsh chemicals to clean the monitor, cuff or tubing.

3. Avoid storing the cuff or tubing tightly folded or twisted.
4. The blood pressure cuff will be calibrated against a manual cuff yearly for accuracy.

B. The Patients' Videophone Unit:

Videophone cleaning Do's and Don'ts

C. In-Home Messaging Device.

Clean with a soft cloth or a cloth dampened with tap water, a mild detergent, antibacterial or antiseptic solution.

D. Terminal Decontamination of Equipment.

1. When removed from the home, the In-Home Messaging Device or Videophone will be taken from the residence and placed in a plastic bin, where it will return to the program/project office.
2. The plastic bin containing the unit will be left covered for twenty-four (24) hours.
3. The In-home Messaging Device will be wiped down with a germicidal/anti-microbial disposable cloth. The used cloth will be disposed in the general trash. The unit will then be placed in its original box, brought to the mailroom, to be mailed back to Health Hero.
4. The Videophone unit will be taken to SPD for decontamination.

E. Equipment Inspection and Quality Control.

1. Audio-visual equipment will be inspected per Medical Center Policy.
2. All Videophone units will utilize the supplied surge protectors in the home
3. In-Home Messaging Device units will be maintained and inspected per vendor contract.

F. Placement of Videophone and In-Home Messaging Device Appliance into Patient's Home:

1. Each individual Videophone and In-Home Messaging Device appliance will be delivered to the Medical Center in its own sealed box, which will include its own electrical adapter, telephone line connector, set up guide, user information pamphlet and important patient information leaflet.
2. The units will be stored in the program/project Office. They will be located in a secured, locked room away from patients and unauthorized staff.
3. The (staff member responsible) will deliver the new, unused unit in its own box to the patient's home.
4. The Videophone or In-Home Messaging Device unit will be installed into the patient's telephone line and electrical outlet. The In-Home Messaging Device unit is self-programmed to test the patient's telephone line.
5. The set up guide, user information pamphlet and important information leaflet for the device will be left with the patient and will not be returned if the unit is removed from the home. The original box for the Videophone or In-Home Messaging Device unit will be brought back to the program/project Office where it will be stored in the event of unit removal due to defect or disenrollment of the patient from the Program/project.
6. There will be one In-Home Messaging Device unit designated as a demonstration unit. This unit is stored in its original box in the program/project Office in a secured, locked room.
7. The unit will be wiped with germicidal/anti-microbial disposable cloth after demonstration use in a patient's home. Removal process will be the same as above.
8. When the demonstration unit is used with potential inpatient enrollees, the unit will be wiped down after each use, prior to the next demonstration, using germicidal/anti-microbial disposable cloth or alcohol pads available on the wards.

9. The demonstration unit will not be used with patients in contact or in respiratory isolation.

IV. OTHER

None

V. REFERENCES:

American Telemedicine Association: *Telehomecare Clinical Guidelines*  
Vendor-appropriate Guidelines for Maintenance of Equipment,  
Videophone Operating Instructions  
Medical Center Policy Memorandum No.138-11-98 Attachment F *Medical Equipment Management Plan*

VII. FOLLOW-UP RESPONSIBILITY

(Who and what service?)

- VIII. This (service name) Policy Memorandum will remain in effect until rescinded.